MHCC
2009 Nursing Home EHR Vendors
Reference Report:

Aggregate results of survey responses

All information obtained from references provided by vendors.

Reference Survey

How long have you used the EHR from [Vendor's Name]? _____ (months/years)

The following questions are rated 1-5, where 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent.

How would you rate the value of your EHR to your nursing home? 1 – 2 – 3 – 4 – 5 – N/A

Using the same 1-5 scale, how would you rate your satisfaction with the EHRs ability to:

1. **Manage and report MDS information 1 – 2 – 3 – 4 – 5 – N/A**
2. **Maintain clinical information 1 – 2 – 3 – 4 – 5 – N/A**
3. **Order tests and review results 1 – 2 – 3 – 4 – 5 – N/A**
4. **Prescribe electronically 1 – 2 – 3 – 4 – 5 – N/A**
5. **Clinical decision support (e.g., drug warnings, preventative care reminders, etc.) 1 – 2 – 3 – 4 – 5 – N/A**
6. **Clinical/quality reporting (e.g., pay-for-performance, Bridges to Excellence, etc.) 1 – 2 – 3 – 4 – 5 – N/A**

Again, using the same 1-5 scale, how would you rate the vendor on:

1. **Implementation 1 – 2 – 3 – 4 – 5 – N/A**
2. **Training 1 – 2 – 3 – 4 – 5 – N/A**
3. **Support 1 – 2 – 3 – 4 – 5 – N/A**
4. **Service 1 – 2 – 3 – 4 – 5 – N/A**

Would you purchase this system again? □ Yes □ No

Would you purchase from the same vendor again? □ Yes □ No

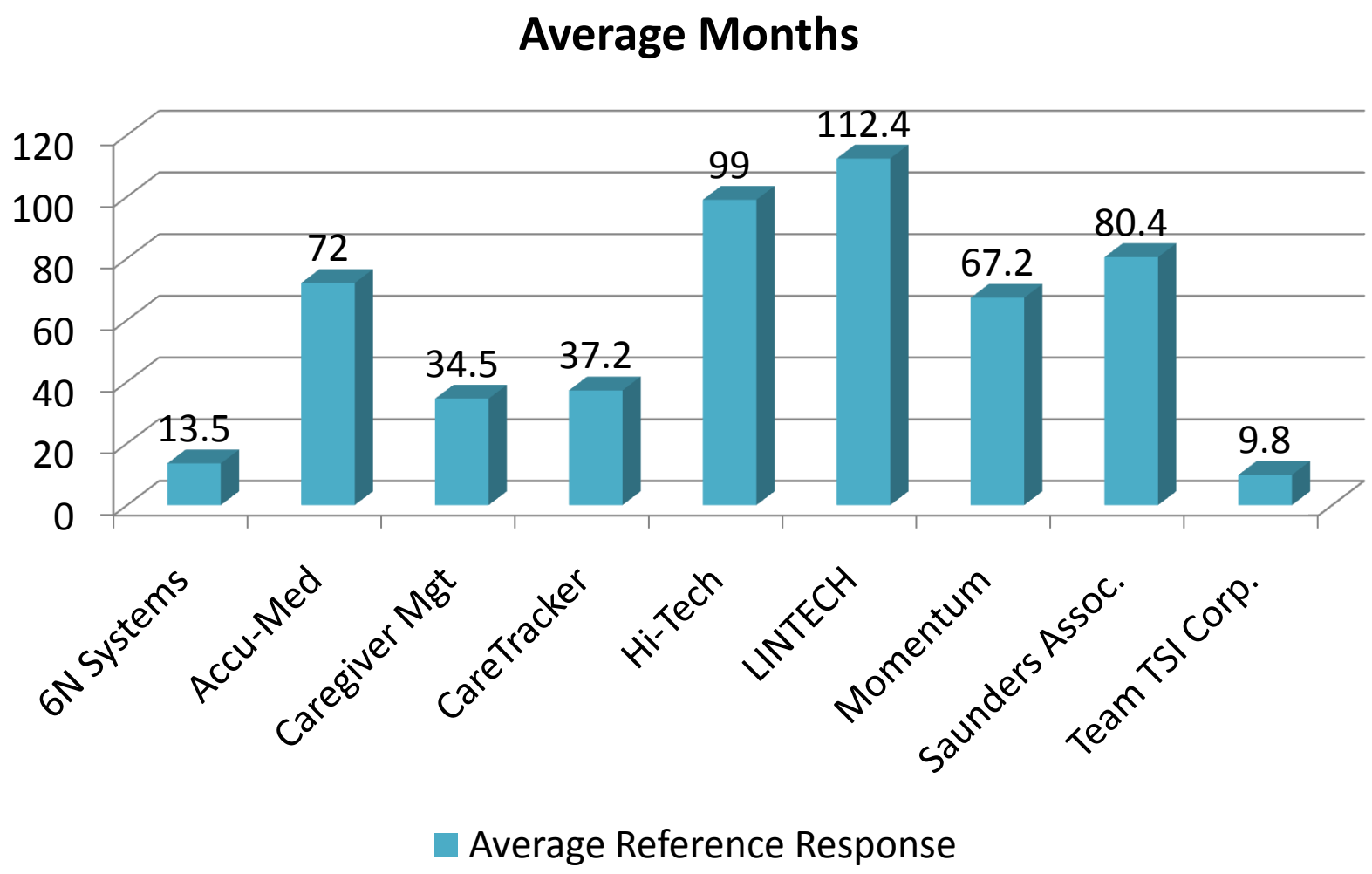
All information obtained from references provided by vendors.

Product Evaluations

Aggregate of survey responses

All information obtained from references provided by vendors.

How long have you used the EHR?



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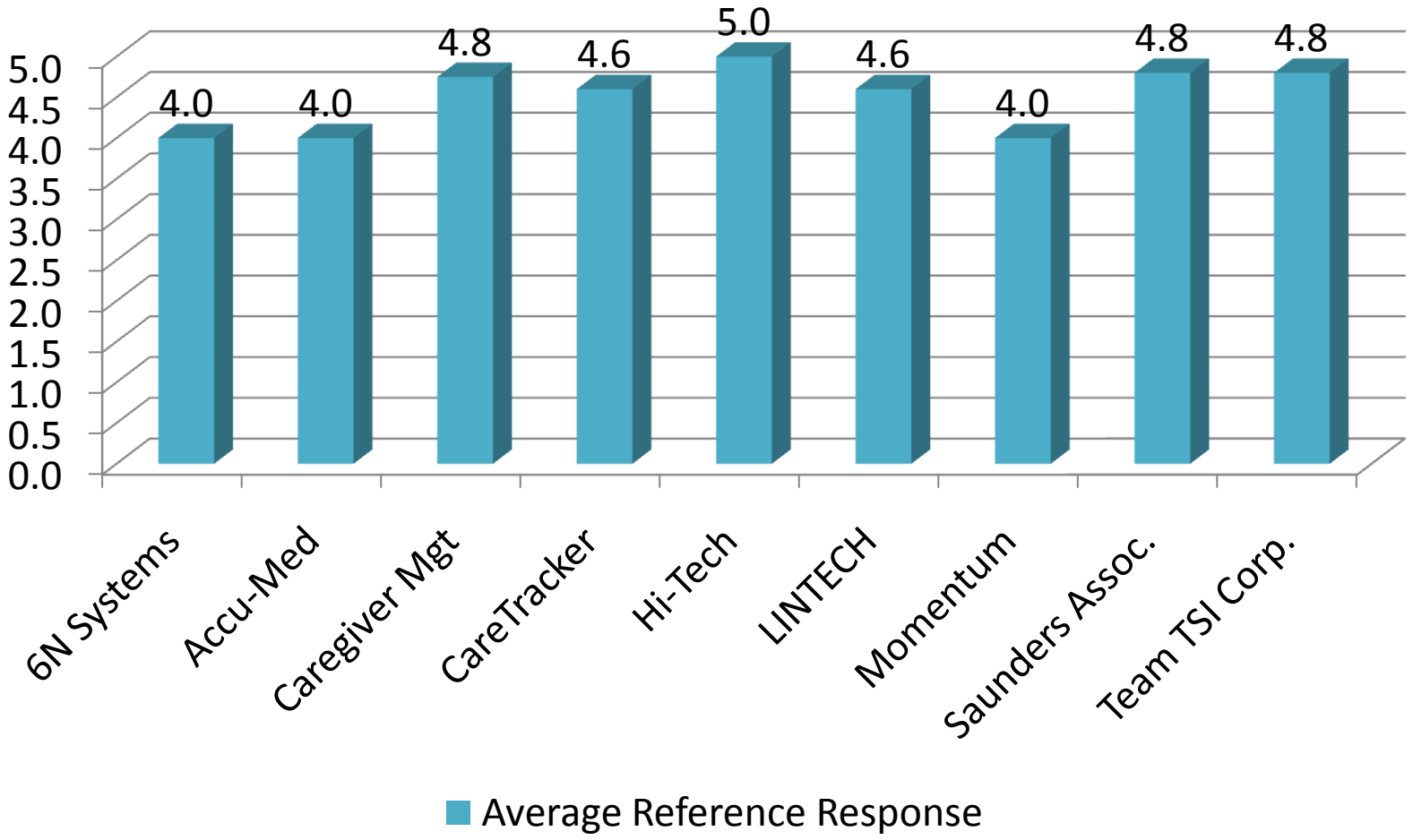
How would you rate the value of your EHR to your nursing home?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

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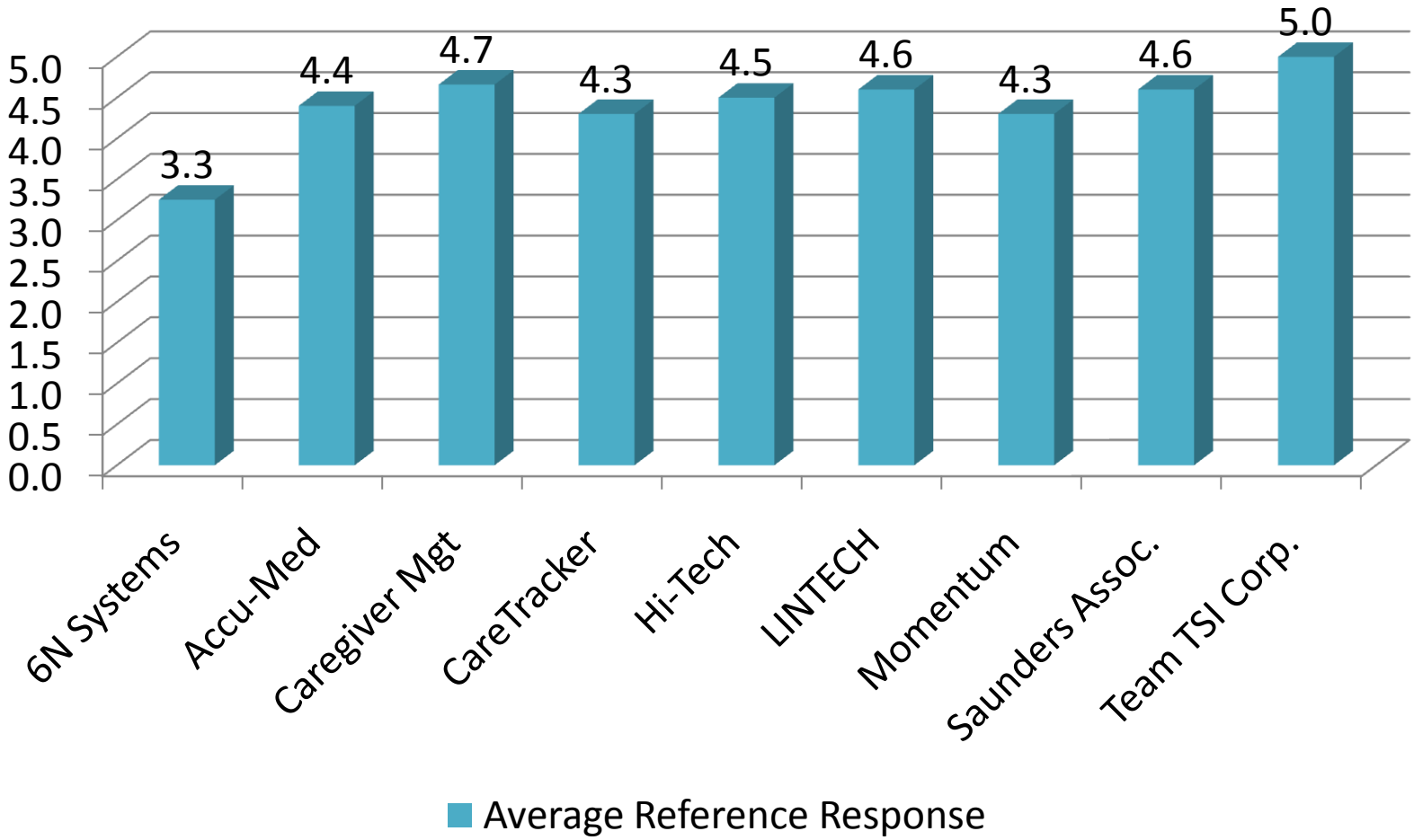
How would you rate your satisfaction with the EHRs ability to manage and report MDS information?



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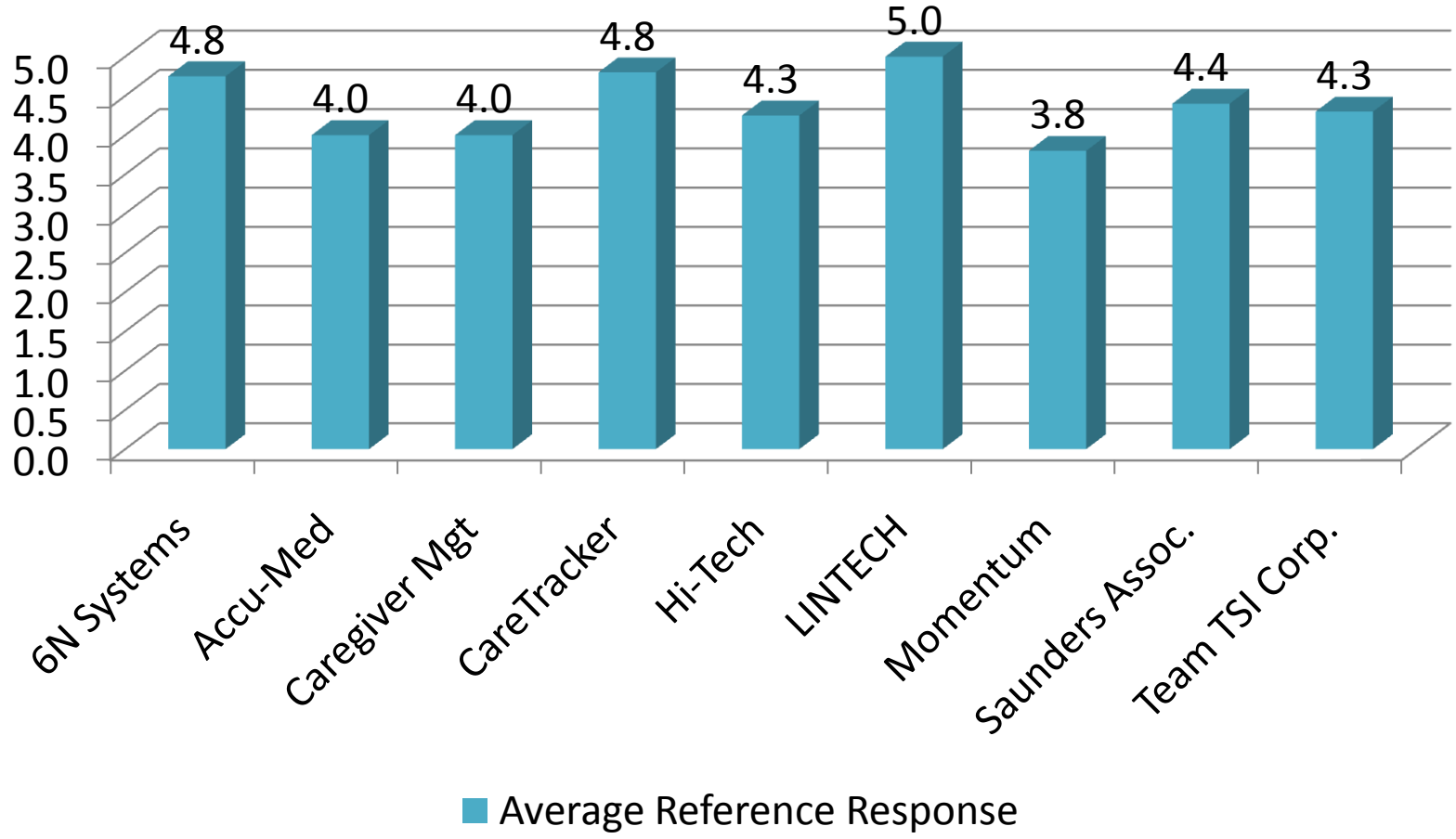
How would you rate your satisfaction with the EHRs ability to maintain clinical information?



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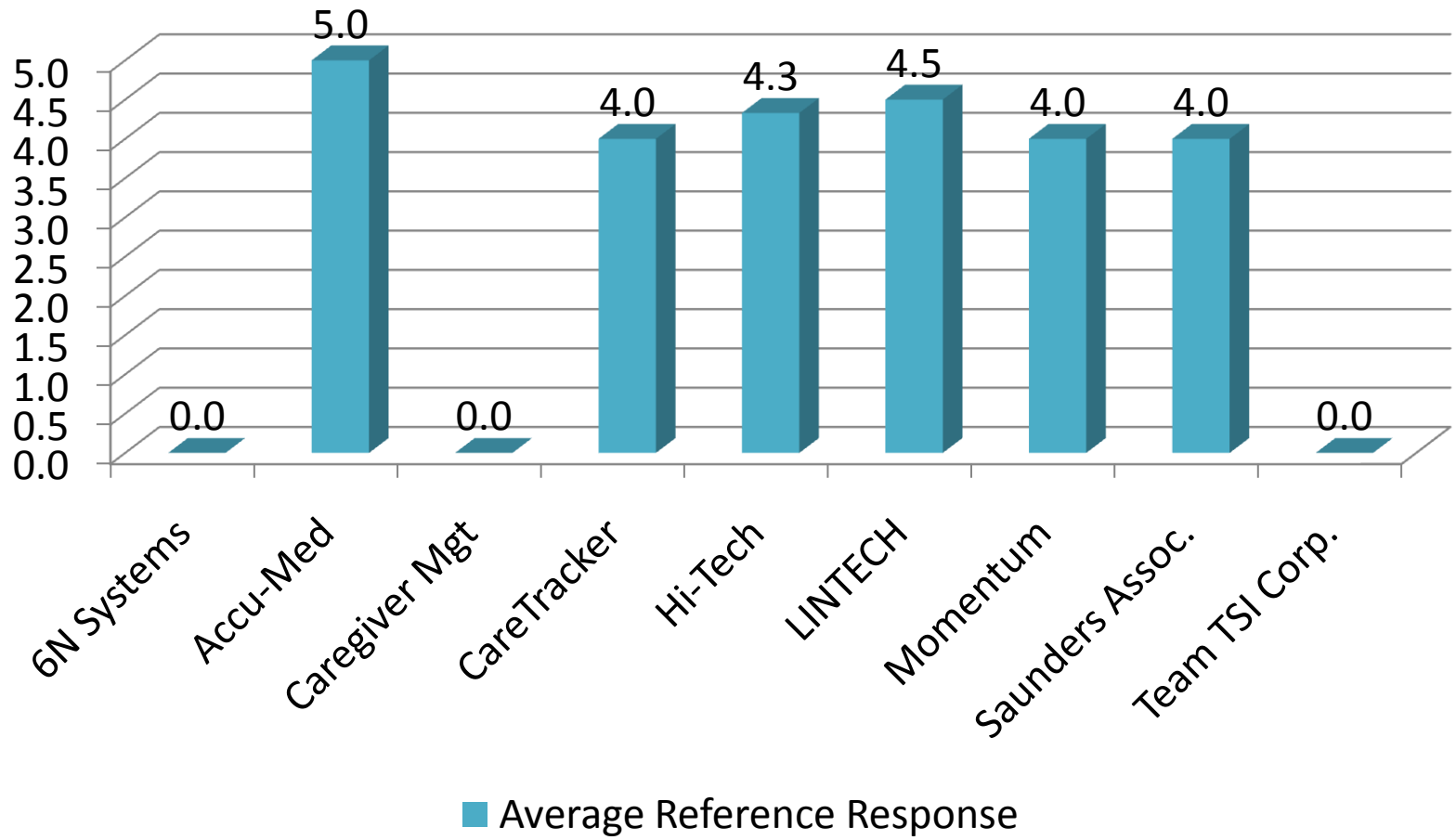
How would you rate your satisfaction with the EHRs ability to order tests and review results?



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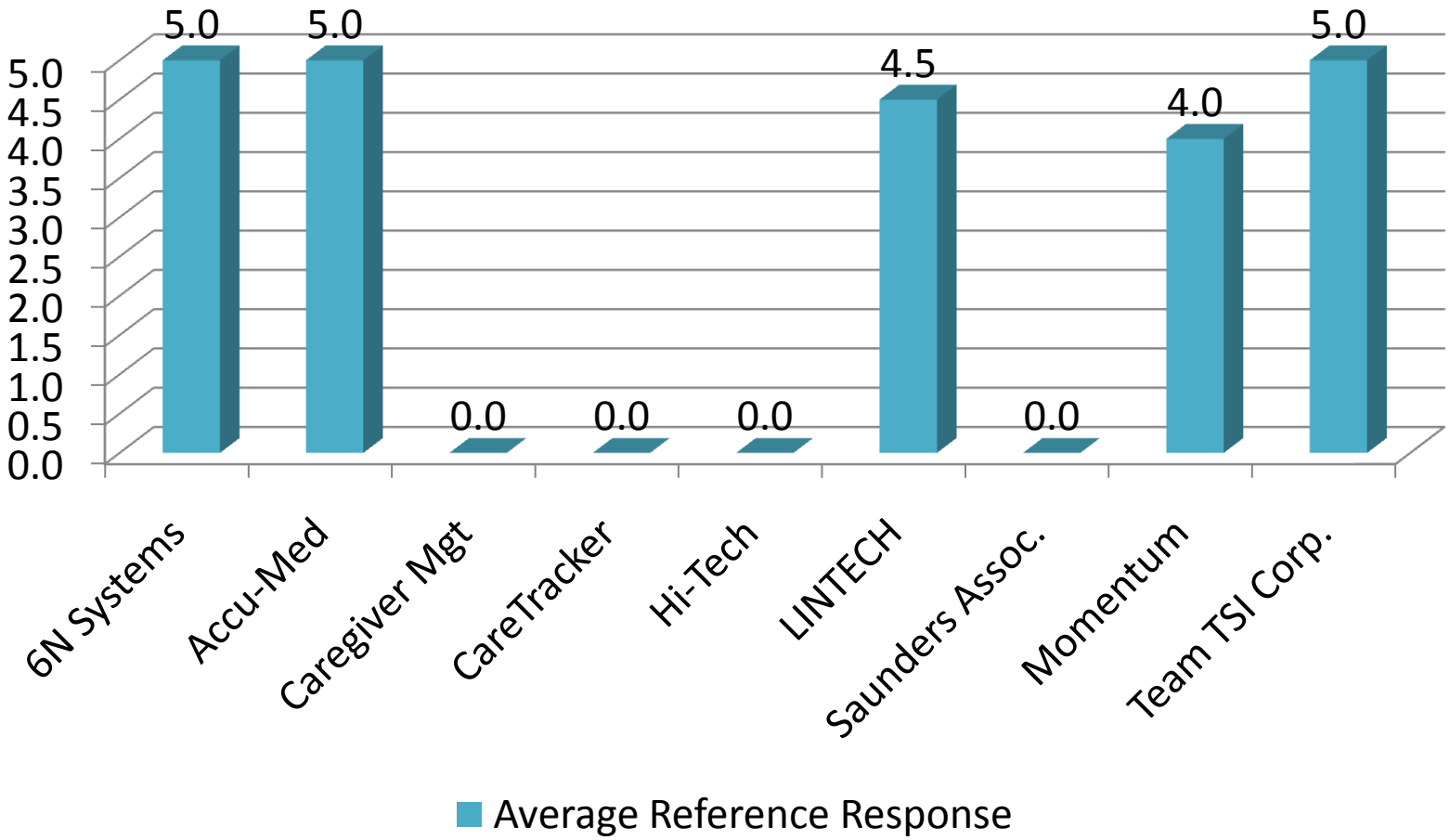
How would you rate your satisfaction with the EHRs ability to prescribe electronically?



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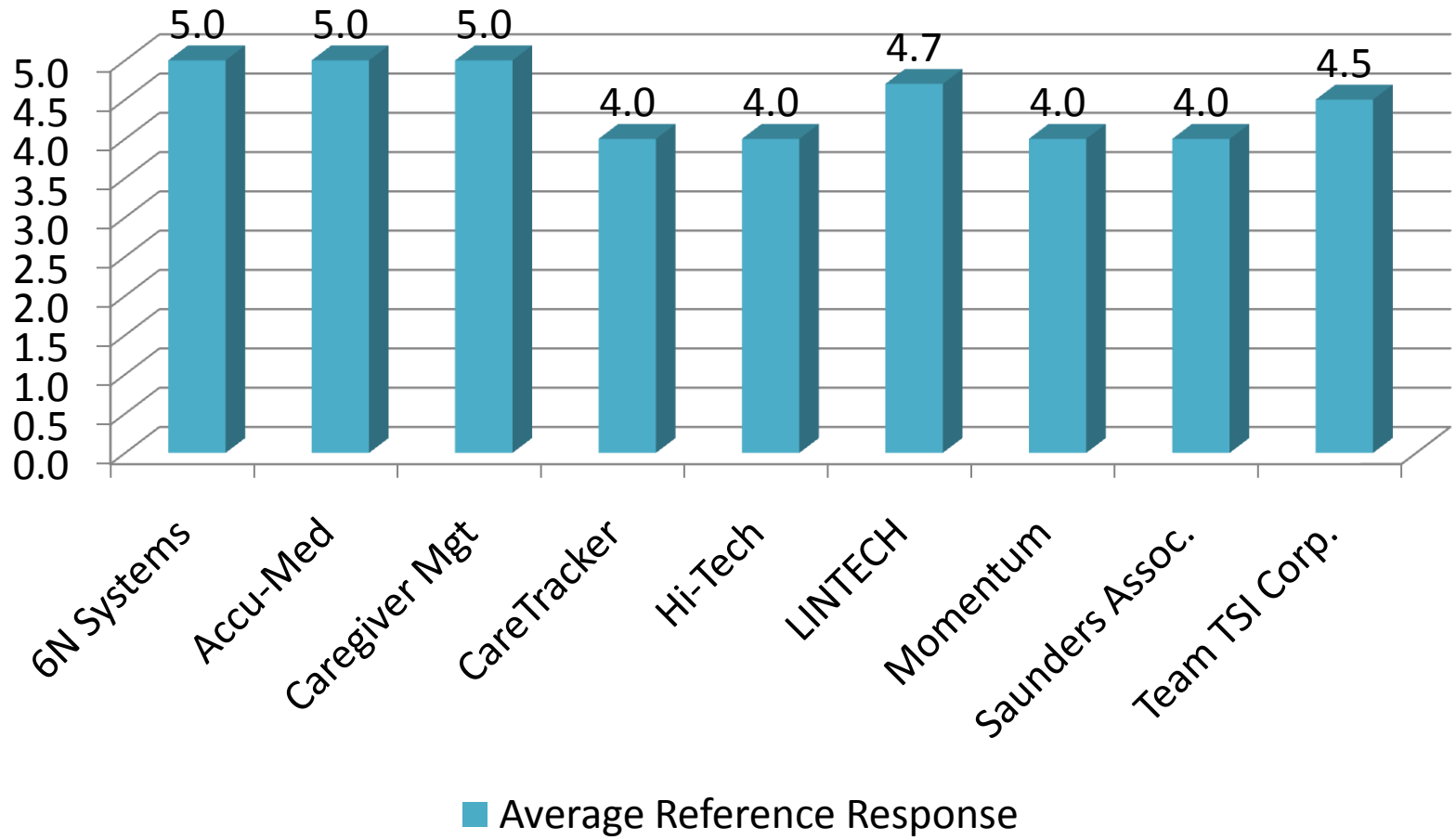
How would you rate your satisfaction with the EHRs ability regarding clinical decision support? (e.g., drug warnings, preventative care reminders)



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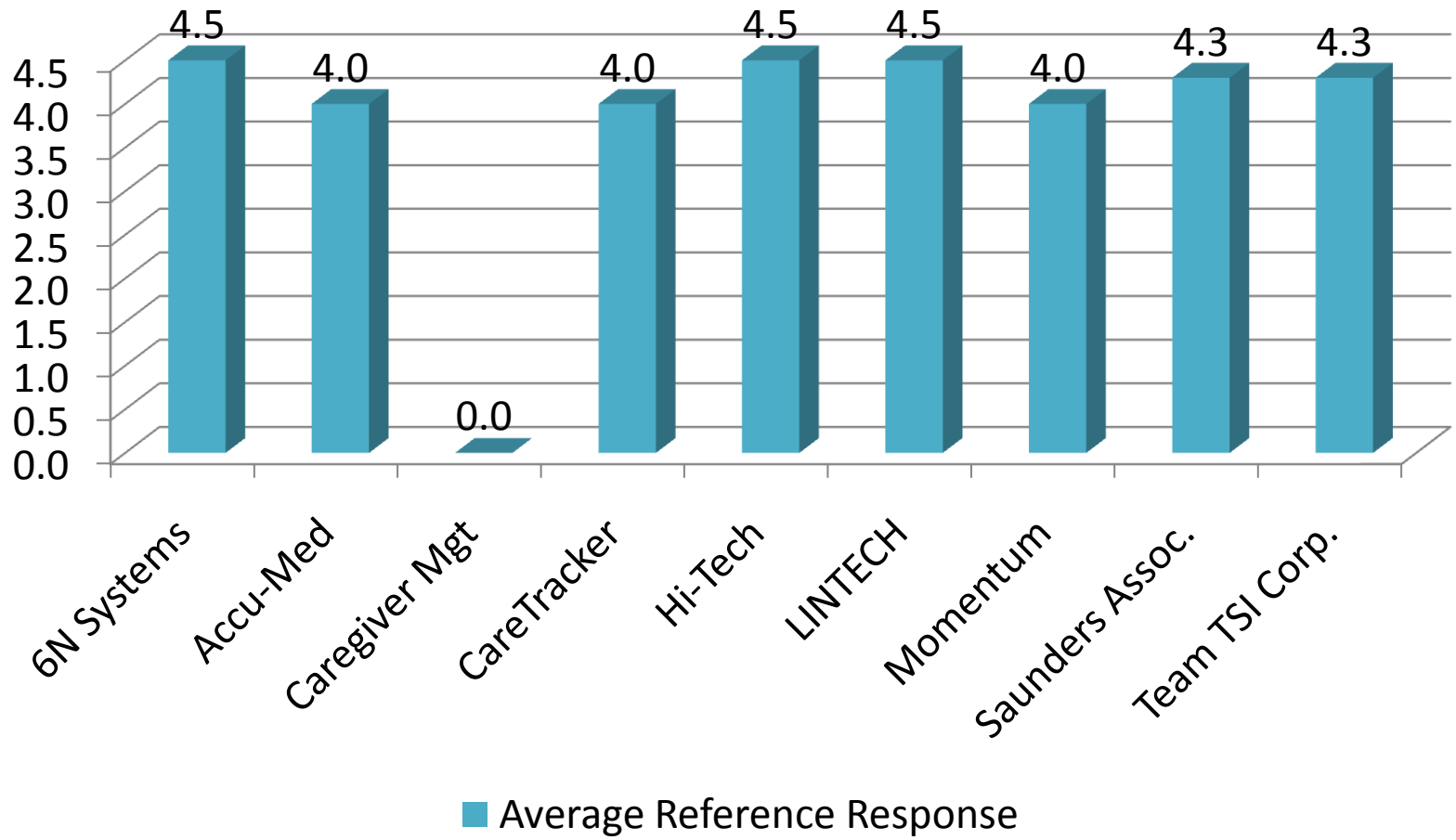
How would you rate your satisfaction with the EHRs ability for clinical and quality reporting? (e.g., physician analysis of patient population, P4P, Bridges to Excellence, etc.)



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Vendor Evaluations

Aggregate of survey responses

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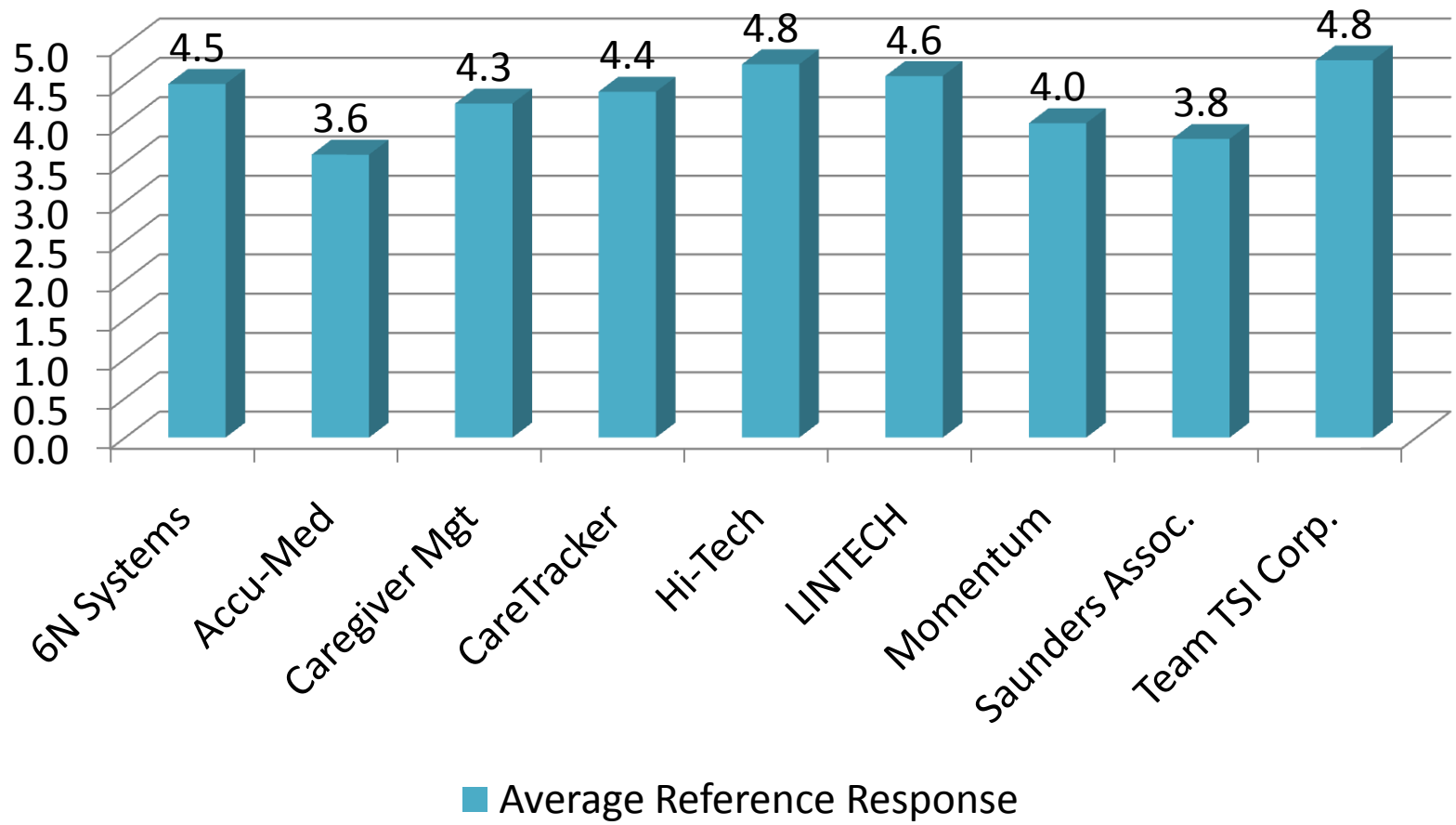
How would you rate the vendor on implementation?



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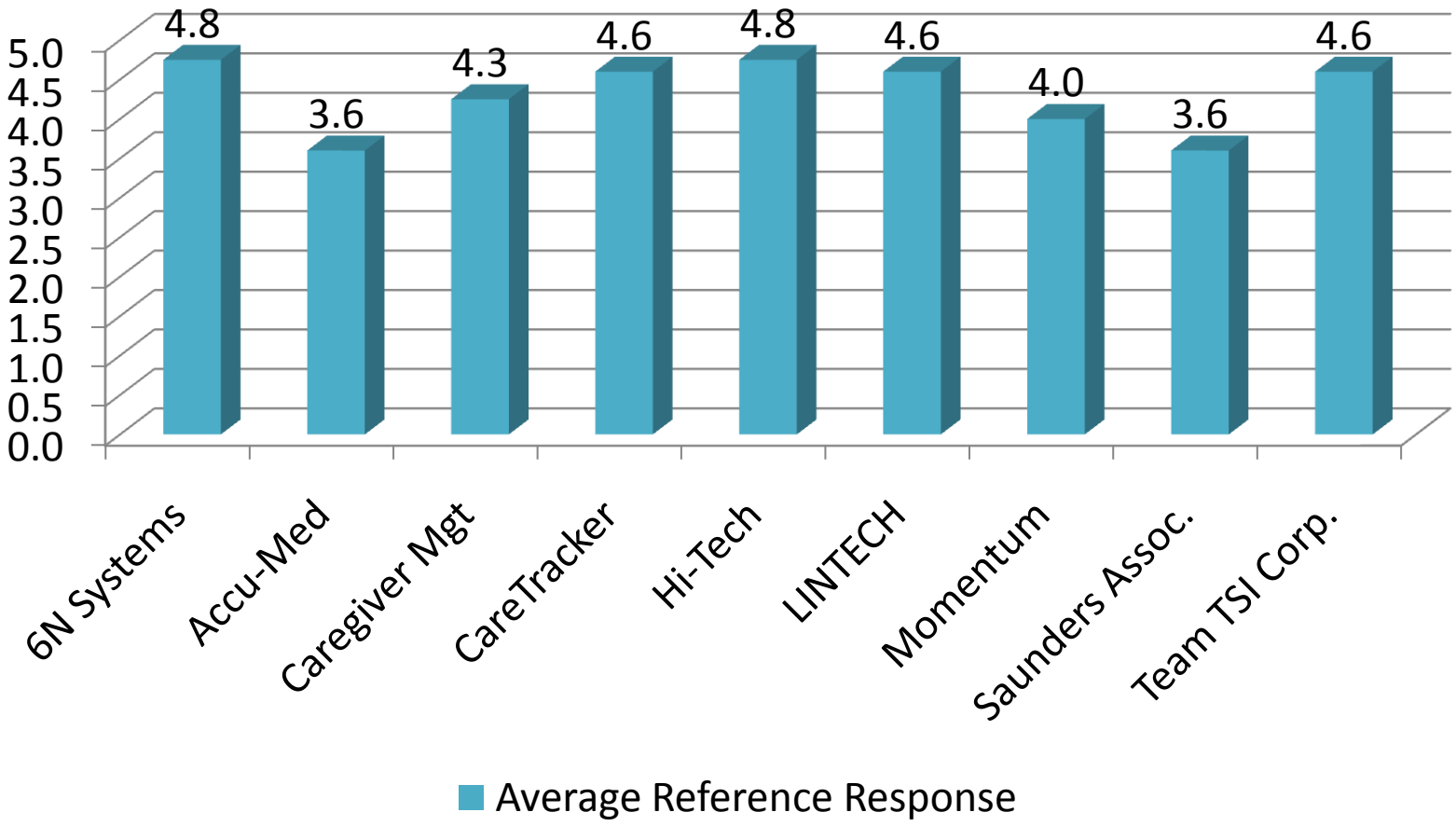
How would you rate the vendor on training?



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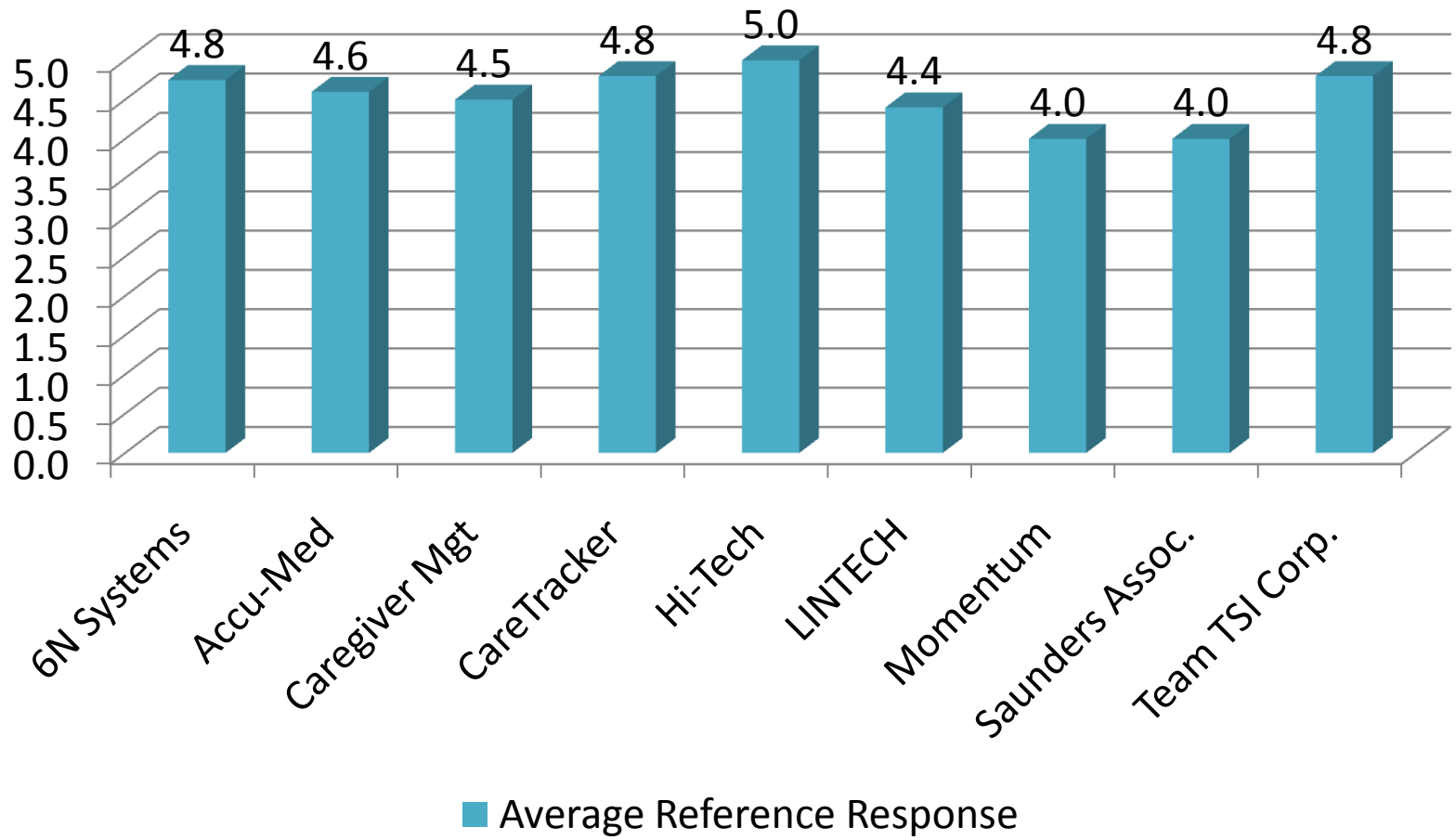
How would you rate the vendor on support?



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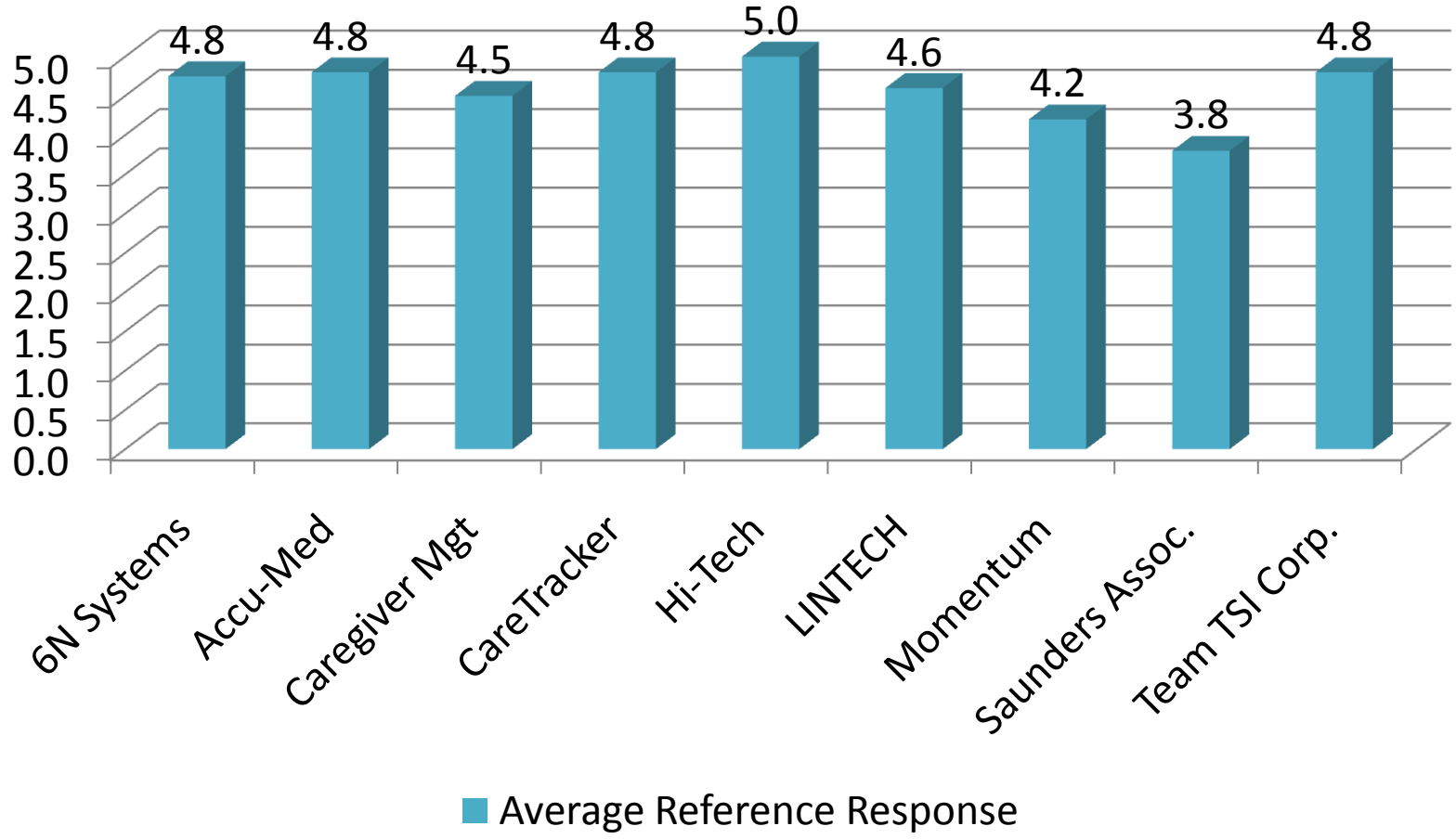
How would you rate the vendor on service?



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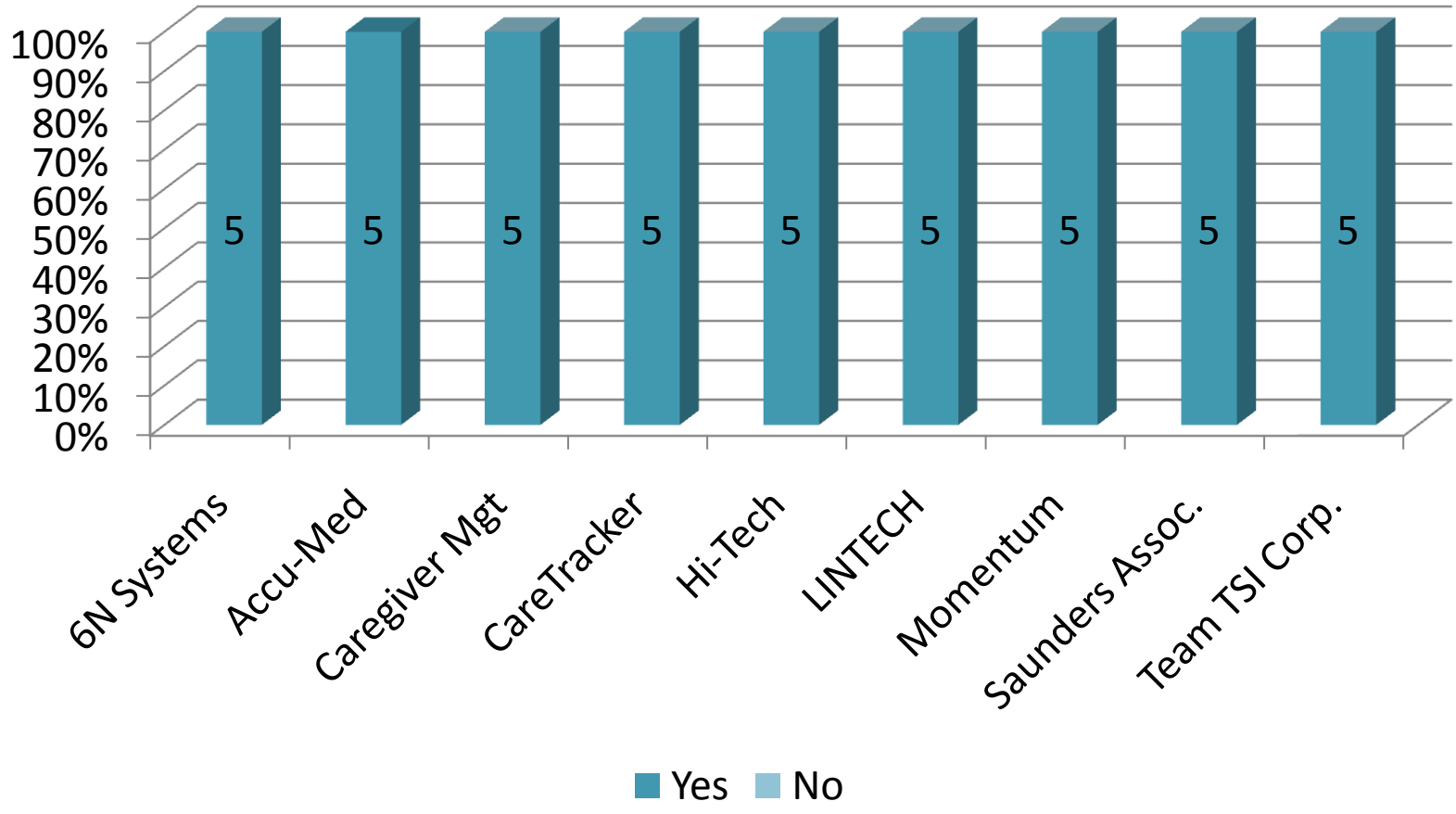
Would you purchase this system again?



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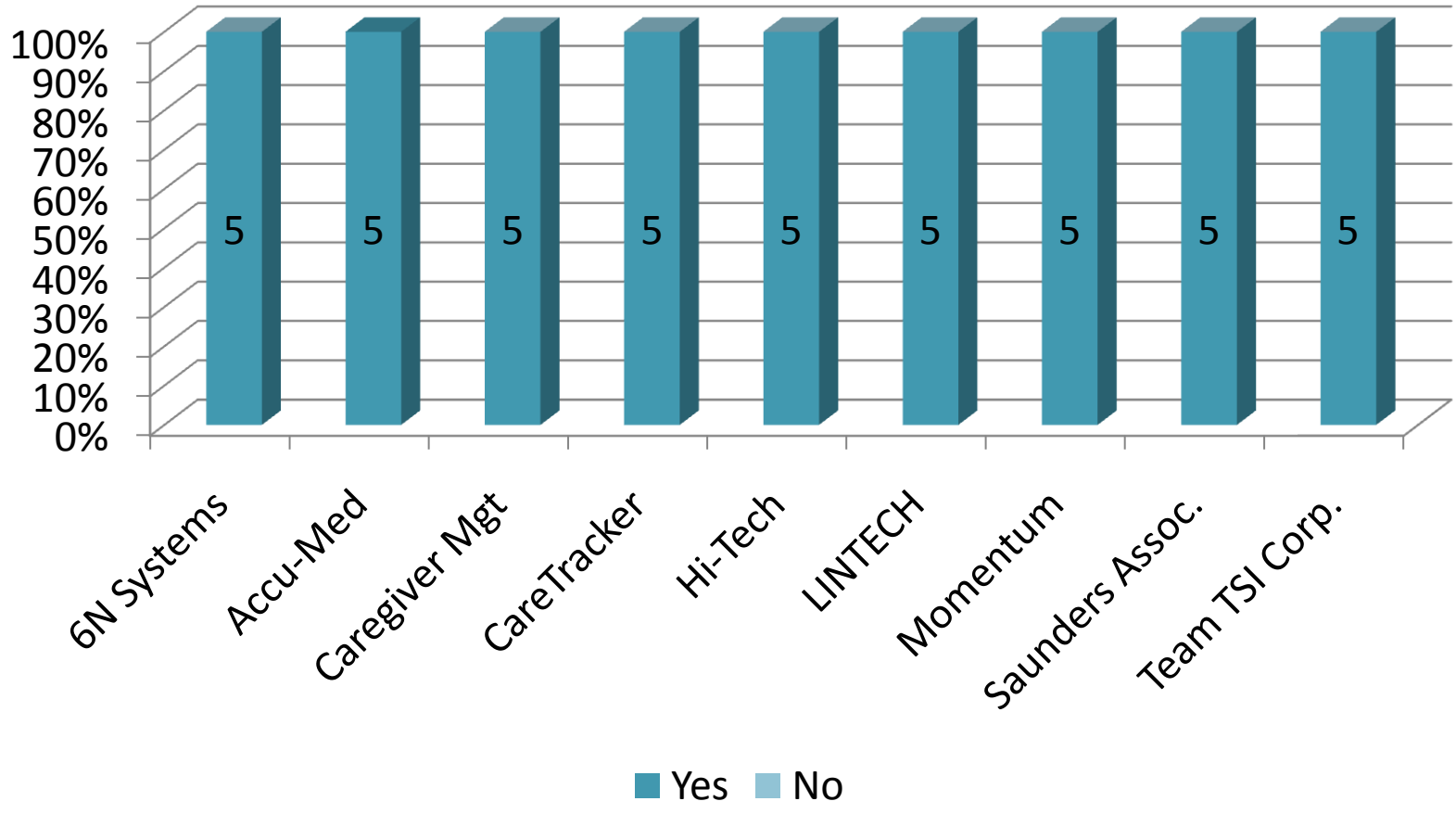
Would you purchase from the same vendor again?



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For more information visit:

http://mhcc.maryland.gov/eletronichealth/nursing_home/nursinghomeehr.html

Contact:

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Chief, Health Information Exchange

Maryland Health Care Commission

410-764-5590

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